

JOB DESCRIPTION

JOB DETAILS	
Job Title	Patient Experience Manager
Reports to	Deputy Director of Nursing (Patient Experience)
Band	Band 8a
Department/Directorate	Corporate Services

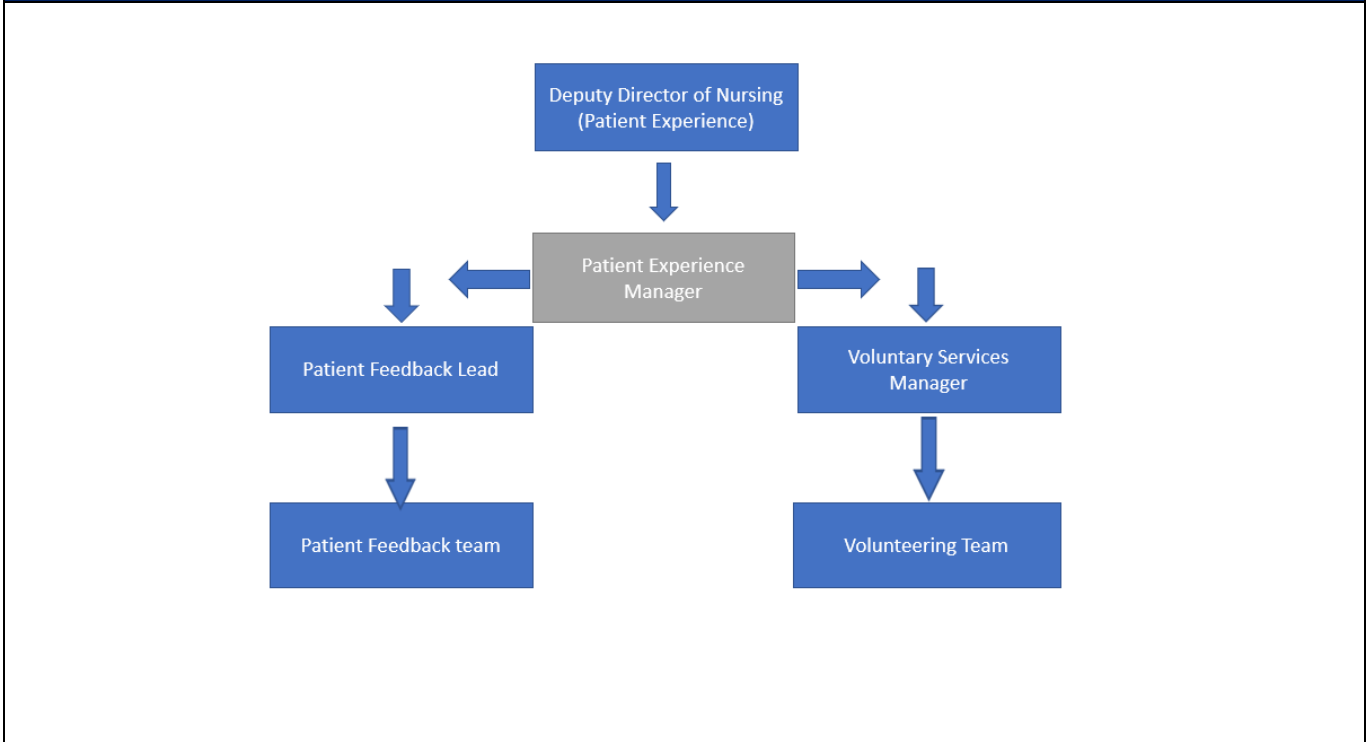
JOB PURPOSE
<p>Reporting to the Deputy Director of Nursing (Patient Experience) the post holder is a key member of the Patient Experience function, supporting in the development, implementation and evaluation of the Trust's strategy for improving patient experience.</p> <p>The postholder will be the Trust's expert source of practical and theoretical knowledge on the wider patient experience function and will be responsible for the relevant management, operational and legislation relating to the role.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To support the Deputy Director of Nursing (Patient Experience) in delivering associated workplans in relation to the Trust-Wide Patient Experience Strategy. Lead, manage, develop and review a Trust-wide Patient EDI programme of work with effective monitoring systems to ensure successful implementation of the strategy. The postholder is the designated Carers lead for the organisation leading a Trust-wide carers programme of work with effective monitoring systems to ensure successful implementation of the strategy. Lead and champion the growth and development of patient and carer led initiatives and patient experience across the Trust. To work collaboratively and liaise with the Primary Care Network (PCN) and Integrated Care Board (ICB). Line manage the Voluntary Services Manager Line manage the Patient Feedback Lead Lead and manage the Trust Interpretation and Translation policy and service. Promotes the key principles of the communication policy, monitors compliance with reasonable adjustments, assesses compliance with the NHS Accessible Information Standard and supports accreditation criteria with communication access UK and the Patient Information Forum (PIF). The postholder will participate in environmental audits and PLACE inspections. The post-holder will be a key stakeholder in ensuring patient environments are accessible and will lead on the AccessAble improvement project. Benchmark the Trust's performance in relation to Patient Experience against peers and share good practice in professional networks e.g.: Heads of Patient Experience (HOPE) Network The post holder will be part of the on-call duty manager rota, providing cover for the hospital out of hours, at weekends and bank holidays.

KEY WORKING RELATIONSHIPS				
<p>The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter them on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:</p> <table border="1"> <thead> <tr> <th>Internal to the Trust</th> <th>External to the Trust</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Directors of Nursing </td> <td> <ul style="list-style-type: none"> Patients, families and carers Healthwatch </td> </tr> </tbody> </table>	Internal to the Trust	External to the Trust	<ul style="list-style-type: none"> Directors of Nursing 	<ul style="list-style-type: none"> Patients, families and carers Healthwatch
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	<ul style="list-style-type: none"> • Deputy Director of Nursing (Patient Experience) • Patient Experience Feedback Lead • Executive Team • Head of Spiritual Care & Well-being • Communications Team • Governance Team • Associate Directors of Nursing (divisional) • Divisional quality leads • Clinical Matrons / Ward managers • Divisional and Service • Complaint Leads / Patient Experience Leads • Matron - Complaints & Patient Support • PALS Team • Voluntary Services Manager • Governors 	<ul style="list-style-type: none"> • Wider Healthcare community • Members of the public • Independent Contractors / Suppliers • HOPE network • One Devon: Integrated Health Board • ICB • NHS England • Third party organisations • Other NHS Trusts • PCN's 	
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ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder has the freedom to act based on own interpretation of national guidance relating to relevant patient experience policies, working closely with the Deputy Director of Nursing (patient experience) advising the organisation on how these should be interpreted.

COMMUNICATION/RELATIONSHIP SKILLS

- The post holder is required to have highly developed communication and leadership skills that reflect and promote the values of the organisation and act as a role model for all staff.
- Present complex, sensitive or contentious information to large groups and interpret any barriers to understanding.
- Communicates service-related information to senior managers, staff, patients/clients, carers, external agencies: requires negotiating, persuasive, motivational, reassurance skills; gives formal presentations

ANALYTICAL/JUDGEMENTAL SKILLS

- Effectively analyse and compare complex facts and data from a range of patient experience sources supporting care groups to develop local interventions.

- Generate statistical reports using patient experience feedback as above on a weekly, monthly quarterly and annual basis for board and sub-committees, ensuring a robust review of data.

PLANNING/ORGANISATIONAL SKILLS

- Plan and organise a broad range of complex activities which supports the delivery of the patient experience strategy.
- The post holder formulates, adjusts plans or strategies which impacts across the service and sector, e.g. patient feedback workplan, carers workplan and patient experience workplan.
- Ensure there are robust plans are in place for compliance with national standards and regulations associated with patient experience to enable delivery of improved performance and outcomes year on year.

PATIENT/CLIENT CARE

- The postholder will provide highly specialised advice concerning patient experience.
- Delivers highly specialised case management advice to the multi-disciplinary team across care groups and services, and is accountable for service delivery.
- Promote the importance of involving patients and the public in monitoring and improving hospital services using patient surveys, feedback and involvement methods to continually assess and improve patient and carer access to services across RDUH.

POLICY/SERVICE DEVELOPMENT

- Responsible for developing, implementing, reviewing and updating all relevant to portfolio policies.
- Propose and implement changes to practice to improve accessibility for patients with specific needs i.e. interpretation, physical disabilities etc.
- Utilise a broad range of service improvement methodologies to maximise the opportunity to transform and support quality improvement and service transformation.
- Build on existing partnerships and explore opportunities to collaborate with third sector organisations.

FINANCIAL/PHYSICAL RESOURCES

- The postholder continuously delivers best value for money projects. Supports and when required leads on cost improvement projects and the delivery of savings which ensure best value contracting / purchasing of approved external companies.
- Write / present business cases as required.
- The post holder signs off expenses; orders supplies and oversees management of budget.
- Authorised signatory for the Patient Experience budgets in the absence of the Deputy Director of Nursing (Patient Experience).

HUMAN RESOURCES

- The postholder is the line manager for the Trust wide patient experience feedback lead, and the volunteering service manager and leads both the patient experience feedback department and volunteering department. This includes responsibility for appraisals, sickness absence; disciplinary and grievance matters; recruitment and selection decisions; personal and career development.
- To provide teaching, guidance and coaching to staff and students to enable accessible communication with patients by way of Corporate Inductions or other staff training sessions of 20 or more.
- Be a lead interviewer for posts associated with Patient Experience.

INFORMATION RESOURCES

- The post holder is responsible for generating and recording information appropriately; will monitor the quality of information generated by others and undertake regular audits as appropriate.
- The post holder will use a variety of software packages and will be required to manipulate data via spreadsheets application and use word-processing or Power Point packages for the preparation of presentation and reports.

RESEARCH AND DEVELOPMENT

- The post holder will advise others on the potential use of patient and carer feedback in conducting Trust based research and may facilitate or participate in aspects relating to research.
- Regularly review audit, patient feedback & volunteering data for assurance which would include but not limited to devising surveys and research to evaluate and analyse evidence of patient and public involvement.
- Provide feedback from audit data and ensure learning is captured and communicated across teams.
- Undertakes surveys or audits, as necessary to the patient experience portfolio.

PHYSICAL SKILLS

- Must hold driving licence and/or be able to travel to locations throughout the Trust.
- Advanced keyboard skills for interpretation of information and developing reports.
- Deliver training and presentations in a variety of settings / locations as required.

PHYSICAL EFFORT

- This is a Trust-Wide role that requires visibility at all trust locations.
- Light or occasional moderate physical effort such as carrying equipment to team meetings / training may be required, sitting for long periods.

MENTAL EFFORT

- Frequent concentration required for report writing, reconciling information and data analysis.
- Can be frequent unpredictable, extended interruptions from service users, staff and team members.

EMOTIONAL EFFORT

- Emotional intelligence and personal resilience to maintain a high level of performance even when faced with opposition from others, or working under stressful conditions.
- The post holder will work closely with patients/ carers and staff who have experienced distressing events.
- Frequent exposure to emotional and distressing patient stories and complaints.
- Managing challenging situations with staff at times.

WORKING CONDITIONS

- Use of VDU for long periods at a time.
- This role is largely office based with a frequent requirement to sit in a restricted position at display screen equipment. There may be a requirement to exert light physical effort for short periods.
- Management of large and diverse workload, including competing priorities and numerous deadlines with frequent interruptions whilst supporting services across hospital sites.
- Frequent use of road transportation as there is a requirement to work at different Trust sites.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Patient Experience Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Broad experience relevant to post or equivalent level of significant experience, developed through similar specialist roles.	E	
Relevant experience in service & project management at a senior level in an acute environment, including staff management, financial management and change management.	E	
Educated to Masters level, working towards or equivalent experience	E	
Evidence of continuing professional development	E	
KNOWLEDGE/SKILLS		
Expert knowledge of NHS Patient Experience Initiatives and quality improvement (QI) programmes.	E	
Understanding of EDI with the ability to provide advice.	E	
Understanding of the NHS Accessible Information Standard.	E	
Detailed knowledge of maintaining confidentiality and implementing data protection legislation requirements.	E	
Knowledge and experience of data and information analysis, collation and summation and ability to apply this in the appropriate manner, including supporting the direction and understanding of others, adapting to the capability and understanding of the audience.	E	
Highly skilled at influencing, motivating and negotiating with a broad range of stakeholders internally and externally, including at times colleagues working at executive board level.	E	
Manages expectations and adapts communication to take account of the intended audience.	E	
Is able to provide and receive highly complex, sensitive, or contentious information where there may be barriers or a requirement to achieve agreement, cooperation or provide reassurance.	E	
Excellent IT skills, and fully proficient in the use of Microsoft applications and database management.	E	
Highly effective planning and organisation skills, able to coordinate and prioritise a range of activities to deliver the appropriate outcomes including delivery of training and a wide spectrum of interventions.	E	

<p>EXPERIENCE</p> <p>High Level of presentation skills and experience of public speaking.</p> <p>Experience of successfully operating in a politically sensitive environment with diverse stakeholder groupings.</p> <p>Demonstrate ability of achieving objectives through working with stakeholders and services to achieve organisational results/KPI.</p> <p>Experience of drafting detailed and evidenced-based papers and correspondence at senior management team level.</p> <p>Significant experience at senior clinical / managerial level</p> <p>Proven leadership and management skills</p> <p>Demonstration of ability to take the lead in all aspects of the role and work independently using your expert skills to make decisions on your agenda and supporting others to make positive development decisions.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>PERSONAL ATTRIBUTES</p> <p>Confident, enthusiastic and highly motivated.</p> <p>Ability to prioritise a full and heavy workload, balance conflicting demands and to work to agreed deadlines.</p> <p>Able to build and maintain a variety of constructive relationships with a broad range of internal and external stakeholders.</p> <p>Able to communicate with all levels of staff with excellent interpersonal skills.</p> <p>Shows innovation and has experience of the ability to inspire change, objective with high level of integrity.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>OTHER REQUIREMENTS</p> <p>The post holder must demonstrate a positive commitment to uphold patient experience policies approved by the Trust.</p> <p>Ability to travel to other locations as required.</p> <p>Flexible working hours, providing on call cover on a rotational basis.</p>	<p>E</p> <p>E</p> <p>E</p>	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y				X
Food handling	Y		X		
Night working (when on call)	Y	X			
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	N				
Challenging behaviour	Y			X	